![Hotpoint logo] **Hotpoint**

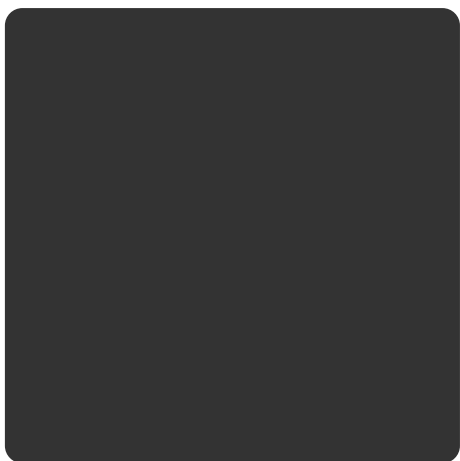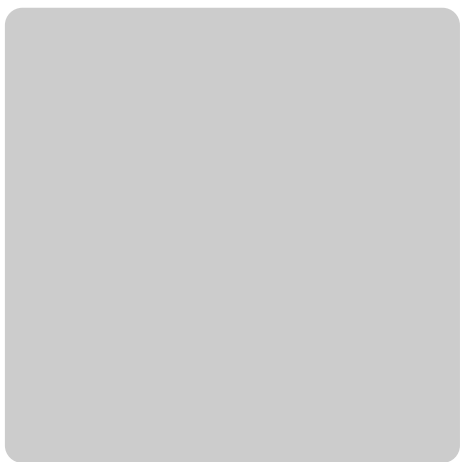Designed for the real world

Washing Machine Programme Guide

Ultima

7kg

Wash Labels Explained

The number inside the wash tub shows the maximum water temperature, in ˚C.

If there are no bars, the garment can be spun and rinsed as normal.

One bar indicates a reduced spin speed programme should be used.

Two bars mean the clothes need a mild wash action, but can be spun and rinsed normally. Such items should not be wrung out by hand.

If the tub contains a hand, wash the item on a Hand Wash programme.

A triangle means that you can safely use a cold, dilute solution of bleach.

A triangle with a cross over it means the item cannot be bleached.

A circle inside a square means you can tumble dry the garment.
The dots indicate temperature

- one dot for lower heat.

- two dots for higher heat.

A cross over this symbol shows you should not tumble dry the garment.

A circle means the garment is suitable for dry-cleaning.

A letter inside the circle is to tell the dry-cleaner which chemical wash and method to use.

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WASHING MACHINE

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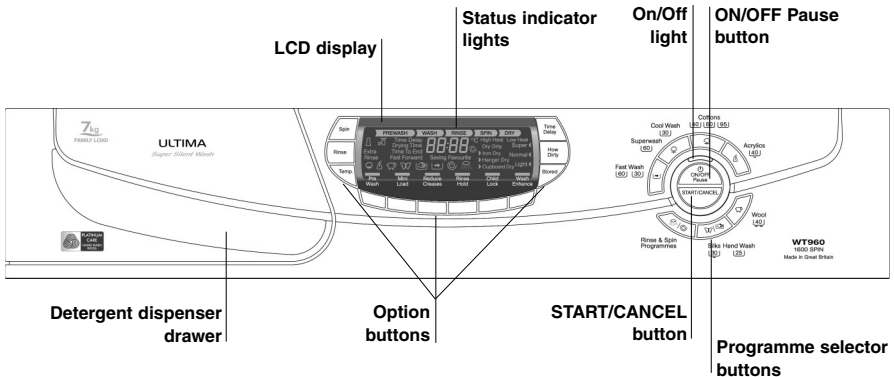Programmes and Option Modifiers

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Washing Machine Description

Ultima

LCD display

Status indicator lights

On/Off light

ON/OFF Pause button

Detergent dispenser drawer

Option buttons

START/CANCEL button

Programme selector buttons

Ultima control panel features

- **Option buttons:** To select the options available (*see Programme Table and Option Modifiers*).

- **LCD display:** Shows all information relating to your programme selections: wash temperature and spin speed, chosen options, along with time remaining. It will also indicate if the door is locked (when 'keyhole' symbol lit, the door cannot be opened) and the stage of the programme the machine has reached (wash, rinse or spin).

- **ON/OFF Pause button:** To turn the washing machine on and off. If pressed when the machine is running the programme will be paused, press again and the machine will restart.

- **ON/OFF light:** Shows that the machine is in use or is on ready for you to select a programme.

- **START/CANCEL button:** To start the selected programme - or to cancel a running programme, if incorrect settings were selected.

- **Programme selector buttons:** To select the programme you require. Press the button the required number of times to select the programme you want (For more information please *see* '**Starting a wash programme**' section, *Programmes and Option Modifiers*).

Programmes and Option Modifiers

Special features

- **Fast Wash:**

  The Fast Wash programmes are designed for lightly soiled loads delivering quick results for smaller loads, using less energy. For loads with stains or increased soil levels which require deeper cleaning, use the standard or intensive wash cycles.

- **Cool Wash: 30˚C**

  A low temperature wash which delivers cleaning results comparable to the intensive 40˚C cotton programme but at a lower temperature for more colour sensitive garments and using less energy.

- **Handwash:**

  A gentle action programme for delicate items and items labelled as hand wash only.
  Not for Wool or Silk garments (use the special programmes for those materials).

- **Handwash Wool Approved:**

  The wool wash cycle on Hotpoint machines has been tested and approved by the Woolmark company for washing garments labelled as 'hand wash', provided that the 'garments' are washed in accordance to the instructions issued by the manufacturer of this machine.

  This cycle is selected by pressing the wool programme selector button and selecting the 'Wash Enhance' option modifier (*see Programme Table and Option Modifiers*).

  We recommend using a wool wash liquid when using Wool programmes.

- **Super Silent Wash:**

  Using the latest brush-less electric motors and damper technology the noise levels during the washing phase are significantly lower than a conventional washing machine.

- **LCD Display**

  Shows all information relating to your programme selections. Also indicating the stage of a programme in progress.
  If time delay is selected this shows the time remaining until the start of the wash programme in hours – counting down each hour.
  It also displays which option modifiers have been selected, the door lock status and the time to end of the wash programme in hours and minutes, counting down each minute. Please note time can go up as well as down depending on load absorbency, size and water temperature.

Did you know?…

- **… when an option button is selected the corresponding indicator is illuminated on the LCD display.**
- **… if the option selected is incompatible with the programme selected, the option indicator will flash and the option will not be enabled.**
- **… if you set an option that is incompatible with an option selected previously, only the last option selected will be enabled**

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Option modifiers

Selecting options and their function

• **Wash Enhance:**
Use this option to select a more intensive wash programme for the cotton 60˚C and cotton 40˚C for more heavily soiled items. Additionally, use this option on the machine wash wool programme to select the special Handwash wool programme for wool items that are not marked as machine washable. This cycle has been approved by Woolmark for the Platinum Care award.

• **Reduced Creases:**
Selecting this option will run the wash programme with a more gentle action and lower spin speed, in addition to carrying out an additional rinse to ensure your laundry has fewer creases and will require less ironing.

• **Rinse Hold:**
Selecting this option will pause the cycle in the final rinse with the fabric conditioner keeping the laundry fresh until you are ready to complete the programme. The Rinse Hold option light will flash to indicate the cycle is paused. The machine will stay in this state, tumbling the load occasionally until either the START/CANCEL button is pressed or the Rinse Hold button is pressed again to continue the cycle.

• **Mini Load:**
Use this option for smaller loads less than the capacity listed for the material and programme type (*see Programmes Table*). This option reduces water consumption and washing time, saving energy when washing smaller loads.

• **Time Delay:**
Use this option to delay the programme start by up to 24 hours. The LCD display will show the delay chosen. Each press of the button increases the Time Delay in increments of 1 hour. If you press the button again after 24 shows in the display the machine will reset the Time Delay and show 'OFF' in the display, pressing the button after this will start the Time Delay selection from 1 hour.
Once the countdown reaches zero the programme will start.

• **Variable Temperature:**
Use this option to reduce the wash temperature below the maximum for the programme you have chosen.
- Each press of the button will reduce the wash temperature by either 5˚C or 10˚C.
The new wash temperature will be shown in the LCD display.
If you press again after 'OFF' has been displayed, the machine will revert to the original higher temperature.

• **Variable Spin Speed:**
Use this option to reduce the spin speed below the maximum for the programme you have chosen.
- Each press of the button will reduce the spin speed. The new spin speed will be shown in the LCD display.
If you press again after 'OFF' has been displayed, the machine will revert to the original higher spin speed.

• **Extra Rinse:**
Use this option for people with sensitive skin, to add a rinse to your selected wash programme. Press the 'Rinse' option button once and 'Extra Rinse' will illuminate on the LCD display. Press the 'Rinse' button again to cancel.

Programmes and Option Modifiers

Option modifiers

Selecting options and their function

- **Prewash:**
  Use Prewash to loosen heavy soil deposits on laundry. Selecting this option will run a short 30˚ wash cycle before the selected main wash programme. Add detergent to both the prewash and main wash compartments of the dispenser drawer.
  To select press the Prewash option button and the option light will illuminate on the LCD display above the button.
  Press the button for again to cancel, the option light will go out.

- **How Dirty:**
  Use this option to modify your programme according to the degree of soiling on the laundry to be washed.
  You can select either 'Light', 'Normal' or 'Super'.
  This option is set automatically to 'Normal', this will be illuminated on the LCD display.
  - Each press of the 'How Dirty' option button will scroll through the three options. The new selection will be shown on the display.

- **Stored Programme:**
  Use this option to store your favourite programme. Only one programme can be stored.
  - To store a programme:
    Load your machine and add detergent to the dispenser drawer. Select the programme and any options required. Press the START/CANCEL button and the programme will start. Then press the 'Stored' option button twice and that programme will be stored for future use. 'Saving Favourite' will illuminate on the LCD display for 2 seconds after the programme settings have been stored.
  - To retrieve and use a stored programme:
    Load your machine and add detergent to the dispenser drawer. Press the 'Stored' option button, your favourite programme settings will appear on the LCD display. Press the START/CANCEL button to start the programme.
  - To change a stored programme:
    Load your machine and add detergent to the dispenser drawer. Press the 'Stored' option button, your favourite programme settings appear on the LCD display. Select the programme and option selections for you new requirements, then press the START/CANCEL button to start the programme. Press the 'Stored' option button again and the new settings will replace the old. 'Saving Favourite will illuminate on the LCD display for 2 seconds after the programme settings have been stored.

- **Child Lock:**
  Select this option to disable all buttons so no programme and option selections can be altered.
  Press the Child Lock option button and the option light will illuminate on the LCD display above the button.
  Once Child Lock is selected it remains activated even when the machine is switched off. If power is interrupted at any time pressing any button will reactivate the Child Lock feature. If Child Lock is activated and any control buttons are pressed the option light will flash: no alterations to the settings will be allowed.
  Press and hold the Child Lock option button for 2 seconds to cancel, the option light will go out.

Programmes and Option Modifiers

Programme Table *Programme setting for test in accordance with IEC 60456 and EN 60456

Label	Programme Selector Button	Programme Type / Fabric	Description	Temp (˚C)	M L (H
95	Cottons (40)(60)(95) THREE TIMES	*Hygienic* White Cotton	For hard wearing heat resistant cotton and linen.	95	
60	Cool Wash (30) Superwash (60) ONCE	*Superwash* Colourfast Cotton	An intensive cleaning programme for heavily soiled hard wearing fabrics.	60	
60	Cottons (40)(60)(95) TWICE	*Everyday* Colourfast Cotton	For everyday cleaning needs for colourfast cotton or linen fabrics.	60	
60	Cottons (40)(60)(95) TWICE	*Standard* Colourfast Cotton (IEC 60456*)	An intensive cleaning, energy efficient cycle using the maximum load capacity.	60	
60	Fast Wash (60)(30) ONCE	*Fast Wash* Colourfast Cotton	A fast cycle for lightly soiled heat resistant cotton & linen fabrics.	60	
40	Cottons (40)(60)(95) ONCE	*Everyday* Non Colourfast Cotton	For the everyday cleaning needs of cottons and other hard wearing fabrics.	40	
40	Cottons (40)(60)(95) ONCE	*Intensive* Non Colourfast Cotton	A less energy efficient intensive 40˚C cycle for more stubborn soiling.	40	
40	Acrylics (40) ONCE	*Man-made fibres* Coloured Synthetics & Acrylics	A cycle designed to wash a variety of man-made fibres and fibre mixtures.	40	
30	Cool Wash (30) Superwash (60) TWICE	*Cool Wash* Non Colourfast Cotton	Delivers the same performance as the intensive 40˚C cycle but is more energy efficient at the expense of duration.	30	
40	Wool (40) ONCE	*Machine Washable* Wool	For machine washable wool and wool mixtures.	40	
40	Wool (40) ONCE	*Platinum Woolmark Approved* Handwash Wool	A special cycle for Hand Wash wool that will not shrink your garments exclusively approved by Woolmark.	40	
30	Silks Hand Wash (30)(25) ONCE	*Machine Washable* Silk	For silk garments labelled as machine washable.	30	
30	Fast Wash (60)(30) TWICE	*Fast Wash* Mixed (not Wool/Silk/Handwash)	A very short refresh programme for lightly soiled mixed fabrics.	30	
	Silks Hand Wash (30)(25) TWICE	*Handwash* Delicates (not Wool/Silk)	A gentle cycle for delicate items labelled as Hand Wash only.	25	
R&S	Rinse & Spin Programmes ONCE	*Fast Rinse & Spin* Cotton	This partial programme completes two full rinses and then a fast spin.	-	
R&S	Rinse & Spin Programmes TWICE	*Slow Rinse & Spin* Mixed	This partial programme completes two full rinses and then a slow spin.	-	
FS	Rinse & Spin Programmes THREE TIMES	*Fast Spin* Cotton	This partial programme completes the maximum speed final spin.	-	
SS	Rinse & Spin Programmes FOUR TIMES	*Slow Spin* Delicates	This partial programme completes the intermediate speed final spin.	-	
Press START/CANCEL button		*Pump Out* All	This draining programme ensures the appliance is emptied of water.	-	

Max Load (kg)	Approximate Programme Time (h : min)	Required Additional Option	Soil Level	Spin Speed	Available Options	Recommended Detergent
7	2 : 30	-	Normal	Max	Pre Wash, Rinse Hold, Mini Load, Extra Rinse, Time Delay, How Dirty	Ariel Bio Powder / Tablets
6	2 : 20	-	Heavy	Max	Reduce Creases, Rinse Hold, Mini Load Extra Rinse, Time Delay, How Dirty	Ariel Colour
6	1 : 30	-	Light to Normal	Max	Pre Wash, Wash Enhance, Reduce Creases, Rinse Hold, Mini Load, Extra Rinse, Time Delay, How Dirty	Ariel Colour
7	2 : 00	Wash Enhance	Normal to Heavy	Max	Time Delay	Ariel Colour
5	1 : 00	-	Light	Max	Rinse Hold, Extra Rinse, Time Delay	Ariel Colour
6	1 : 15	-	Light to Normal	Max	Pre Wash, Wash Enhance, Reduce Creases, Rinse Hold, Mini Load, Extra Rinse, Time Delay, How Dirty	Ariel Colour
7	1 : 45	Wash Enhance	Heavy	Max	Time Delay	Ariel Colour
3.5	1 : 15	-	Normal	800	Pre Wash, Reduce Creases, Rinse Hold, Mini Load, Extra Rinse, Time Delay, How Dirty	Ariel Colour
5	1 : 50	-	Normal to Heavy	Max	Pre Wash, Rinse Hold, Mini Load, Extra Rinse, Time Delay	Ariel Colour Liquid
3	1 : 00	-	Normal	850	Wash Enhance, Time Delay	Dreft
1	0 : 50	Wash Enhance	Normal	600	Time Delay	Dreft
3	0 : 55	-	Normal	800	Pre Wash, Rinse Hold, Time Delay	Dreft
3	0 : 30	-	Light	800	Time Delay	Ariel Colour Liquid
4	0 : 50	-	Normal	400	Rinse Hold, Time Delay	Ariel Colour Liquid
7	0 : 30	-	-	Max	Reduce Creases, Rinse Hold, Mini Load Extra Rinse, Time Delay	-
3.5	0 : 30	-	-	800	Reduce Creases, Rinse Hold, Mini Load, Extra Rinse, Time Delay	-
7	0 : 15	-	-	Max	Time Delay	-
3.5	0 : 12	-	-	800	Time Delay	-
7	0 : 02	-	-	-	-	-

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Starting a wash programme

Operating the machine

- **On-Off / Selecting a programme:**

  1. Switch the machine on by pressing the ON/OFF Pause button.
  2. Load your laundry into the machine and shut the door.
  3. Add the detergent and any fabric softener.
  4. Select the programme you require:
     - Press the button the required number of times (*see Programme Table*).
     - The display will change on each press to show the temperature of the selected programme.
  5. Select any options you require (*see Option Modifiers*).
  6. Press the START/CANCEL button to start the programme.

- **To stop or change a programme:**

  1. Press the START/CANCEL button.
  2. The machine will start to empty.
  3. When the machine has finished the 'pump out' programme you can select the new programme required.
     - You may need to add detergent.
  4. Press the START/CANCEL button to start the new programme.

A typical wash load
Two examples of maximum wash loads for different types of fabric:

COTTON		SYNTHETIC	
2	Bath Towels	4	Items of Sports wear
1	Hand Towel	4	Shirts
6	Shirts	4	Blouses
6	Blouses	1	Set of Pyjamas
2	Sets of Pyjamas	8	Items of Underwear
12	Items of Underwear		*= 3.5kg*
2	T–Shirts *= 7kg*		

Did you know that with Hotpoint and Ariel you'll get the best washing results?

Certain laundry products work better in some machines than others. At Hotpoint we know this is true because we've done the research to prove it.
We used real everyday clothes and ran tests to find out which washing powder works best with Hotpoint. The results proved that Hotpoint and Ariel produces the best washing results on all your clothes.
Ariel can meet all your laundry needs. It's available as a biological powder for everyday wash loads. Colour powder to keep your clothes staying brighter for longer and a Non-Bio powder for when you need brilliant cleaning but are concerned about sensitive skin.

Programmes and
Option Modifiers

Automatic features

Unbalanced load detection

The machine has an inbuilt feature to prevent it from spinning too fast with an unbalanced load.

When an unbalanced load is detected, the machine will attempt to redistribute the load in order to balance it evenly to achieve full spin speed.

If this is not possible and an unbalanced load remains the spin speed will be reduced, depending on the amount of unbalance detected. This is to prevent the machine from damaging itself or its surroundings and to prevent excessive noise from the machine.

If the spin result is unsatisfactory following a reduced spin speed attempt to rectify the unbalanced load, then on completion of the programme the load can be redistributed evenly in the drum by hand. Select a spin cycle.

Note: *Do not attempt to spin heavy or absorbent single items as the machine cannot distribute these evenly. If you need to wash a single item you will need to add some other items as ballast to allow the machine to distribute the load evenly throughout the drum.*

No water detection

The machine will automatically detect if it cannot take in water and will notify you by flashing the 'tap' icon and showing 'H20' on the LCD display.

If this occurs please check the appliance is plumbed in correctly (*see Installation Guide*) and the water supply is turned on as described in the installation guide that accompanies this booklet.

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Troubleshooting

If your machine seems not to be working, go through the following troubleshooting suggestions before you call your Service Centre (*see Service*).

Problem:	Possible causes / Solution:

The machine won't start?

- Check the appliance is fully plugged into the socket and switched on.
- Is the socket ok? Try another appliance in the socket to check.
- Is the fuse in the plug ok? If not, replace it (*see Care and Maintenance*).
- There has been a power failure.

The wash cycle won't start?

- The appliance door is not shut properly.
- The ON/OFF Pause button has not been pressed.
- The START/CANCEL button has not been pressed.
- The cold water supply tap is not turned on - the 'tap' icon flashes and 'H20' is displayed.
- Have you selected Time Delay? (*see Programmes and Option Modifiers*).
- Is Child Lock activated? (*see Programmes and Option Modifiers*).

The machine fails to fill with water?

- The START/CANCEL button has not been pressed.
- Is a 'tap' icon flashing and 'H20' shown on the display?
  This indicates the machine cannot take in water (*see Installation*), check:
  - The cold water inlet hose is connected to the tap.
  - The hose is not kinked.
  - The cold water supply tap is turned on.
  - There is not a water shortage.
  - The water pressure is sufficient.

The machine does not drain or spin?

- There has been an unbalanced load and the machine could not spin (*see 'Automatic Features', Programmes and Option Modifiers*).
- Has the drain hose been installed correctly (*see Installation*)?
- Are the drain hose, standpipe or undersink connections blocked?
- Has the 'Rinse Hold' option been selected? 'Rinse Hold' option light will flash. To complete the paused programme press either the START/CANCEL button or the 'Rinse Hold' button (*see Programmes and Option Modifiers*).
- Have you used the Variable Spin option button and set the programmes spin to 'OFF' (*see Programmes and Option Modifiers*)?

The machine makes a noise or vibrates too much during the spin cycle?

- The transit fixings were not removed correctly (*see Installation*).
- The washing machine is not level (*see Installation*).
- The washing machine is closed in, between furniture cabinets and the wall (*see Installation*).
- Check all loose items, such as coins were removed from the laundry.

The machine leaks?

- The cold water inlet hose is not connected correctly (*see Installation*).
- Is your water pressure within limits (*see Installation*)?
- The drain hose is not secured properly or is blocked (*see Installation*).
- The detergent dispenser is obstructed, clean it (*see Care and Maintenance*).

Troubleshooting

Hotpoint

Problem:	Possible causes / Solution:	

The display states "door"
- The door is not fully closed, please close fully to start cycle.

The display shows F000
- Where 000 is the number (please contact Hotpoint Service and quote the number).

The laundry has not spun dry.
- Did you select a short spin programme?
- Did you reduce the spin speed of the selected programme? (*see Programmes and Option Modifiers*).

The time to end jumps.
- Estimated programme times are dependant on temperature and pressure of the incoming water supply, option(s) selected and the load being washed. They may therefore change during fill stages to take into account extra fill time or heating required.

The programme takes a long time.
- Check for low water pressure.
- Programme times listed in the Programme Table are approximate. Options selected can affect the programme times (*see Programmes and Option Modifiers*).

I cannot read the information on the LCD Display.
- If the display is not showing the correct information:
  - Switch Off at the electric socket. Wait 5 seconds then switch back on.

Steam is coming from the dispenser drawer
- This is not a fault, we have designed the machine to release steam from the dispenser drawer during hot washes.

There is too much foam?
- The detergent is not suitable for machine washing:
  If you have used the wrong type of detergent, select a Rinse programme to flush out your machine.
- You used too much detergent (*see Detergent and Laundry*):
  Refer to the manufacturer's recommendations.

The detergent dispenser will not close properly or is collecting water?
- Check the drawer is properly aligned.
- Clean the dispenser drawer (*see Care and Maintenance*).

Not all the detergent has been flushed away?
- Check the cold water supply tap is turned on fully.
- Check the water inlet hose is not kinked.
- The water pressure is insufficient.

Safety Advice

- This machine is designed for domestic use only.

- Before using your machine make sure that the two transit bolts and spacers have been removed (*see Installation Guide*).

- Any electrical work necessary to install this machine should be carried out by a qualified electrician.

- Do not plug your machine into a socket when your hands are wet.

- Do not try to modify this machine in any way.

- Do not let children play with the machine or with its controls.

- Do not lean on the door or use the door to lift or move the machine.

- Do not wash garments that have previously been treated with solvents.

- Do not connect the machine to a single outlet instantaneous water heater.

- Do not connect the machine directly to a water-softening unit; use the recommended amount of detergent for the water hardness in your area.

- Do not overload or underload the machine. In addition to reducing the quality of the wash, this may also damage your laundry and the machine.

- Do not pull on the power supply cable to unplug the appliance from the electricity socket. Pull the plug out.

- Do not touch the drain water as it could reach very high temperatures (over sink drainage).

- Never force the machine door; this could damage the safety lock mechanism design to prevent any accidental opening.

- In the event of a malfunction, do not under any circumstances touch internal parts in order to attempt repairs.

- Should it have to be moved, proceed with the help of two or three people and handle it with the utmost care. Never try to do this alone, because the appliance is very heavy.

- Before loading your laundry into the machine, make sure the drum is empty.

Technical Details

Technical details chart

Model numbers	WT965, WT960, WT940
Dimensions	59.5 cm width 85 cm height 60 cm depth
Capacity	From 1 to 7 kg
Electric Connections	Voltage 220/230V 50Hz Max absorbed power 1700W
Spin Speed	up to 1600rpm - WT965, WT960 up to 1400rpm - WT940
Control programme according to IEC60456	60˚C cotton with Wash Enhance run with a 7 kg load

CE This appliance is compliant with the following European Community Directives:

- 72/23/EEC & 93/68/EEC (Low Voltage) and subsequent amendments.
- 89/336/EEC,92/31/EEC & 93/68/EEC (Electromagnetic Compatibility) and subsequent amendments.

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Before calling the Service Centre:

- Use the troubleshooting guide to see if you can solve the problem yourself (*see Troubleshooting*).
- If not, turn off the machine and call the Service Centre closest to you.

You will be charged for a service engineers visit if a problem with your machine is caused by incorrect installation or misuse.

Spare Parts

This is a complex machine. Repairing it yourself or having a non-authorised person try to repair it could cause harm to one or more persons, could damage the machine and could invalidate the spare parts warranty.
Call an authorised technician if you experience problems while using the machine.
The spare parts have been designed exclusively for this appliance and not for other uses.

Key Contacts

After Sales Service

Over 1100 trained specialists, directly employed by us, ensure that you can have complete confidence in both the appliances and services we offer.

Repair Service and Information Help Desk

UK: 08709 066 066
Monday to Friday, 8am to 7.30pm
Saturday, 8.30am to 5.30pm
Sunday, 9.30am to 3.30pm
www.hotpointservice.co.uk

Republic of Ireland: 1850 302 200

Note: Our operators will require the following information:

Model number
Serial number
Date of purchase

Model number and Serial number can be found on the inside of the door.

Extended Warranties

UK: 08709 088 088
Monday to Sunday, 8am to 8pm
www.hotpointservice.co.uk
Republic of Ireland: 1850 502 200

Genuine Parts and Accessories

UK: 08709 077 077
Monday to Friday, 8.30am to 5pm
Saturday, 8.30am to 12noon
www.hotpointservice.co.uk
Republic of Ireland: (01) 842 6836

www.hotpoint.co.uk

Service

Indesit Company UK Limited, Morley Way, Peterborough, PE2 9JB